Customer Service Report for ASB

For the period: Saturday, November 01, 2008 12:00:00 AM to Sunday, November 30, 2008 11:59:59 PM

	CREATED				ASSIGNED/PENDING/ CHECKED OUT			CLOSED			AVG MIN
	DCS	ASB	Web	Other	DCS	ASB	Other	DCS	ASB	Other	To Close
ASR											
Colocation-OFF	0	0	0	5	0	3	0	0	2	0	0
Colocation-ON	0	0	0	8	0	5	0	0	3	0	0
Other	0	0	0	3	0	3	0	0	0	0	0
Unix	0	0	0	2	0	1	0	0	1	0	0
Back Office Support											
Permissions/Shares	1	0	0	0	0	1	0	0	0	0	0
Connectivity											
TCP/IP	0	1	0	0	0	0	0	0	1	0	0
General Information											
Inquiry	1	0	0	0	0	1	0	0	0	0	0
NED											
Administration	0	1	0	0	0	0	1	0	0	0	0
NIH Data Center											
Aperture Vista	0	0	0	1	0	1	0	0	0	0	0
NIHnet											
Server Support-DNS	0	1	0	0	0	0	0	0	0	1	0
OS/390											
Printer/VPS	0	0	0	14	0	1	0	0	13	0	0
Grand Total:	**2**	**3**	**0**	**33**	**0**	**16**	**1**	**0**	**20**	**1**	**0**

Total Tickets Closed:	**21**
Total Tickets Assigned/Pending/Checked Out:	**17**
Total Tickets Created:	**38**